Ames Research Center

Internal Assessment Summary

Program Analysis and Business Integration Division (CP)

Ames Management System Assessment
April 15, 2008

Lead Assessor: Andy Hocker

Signature: _____ Date: 5/20/08

Quality Assurance Manager: Rick Serrano

Signature: _____ Date: 5/20/08

Assessed Organization Manager: Olga Stotzky, Division Chief

Signature: _____ Date: 20-MAY-2008

Assessment Scope:

This internal assessment was performed against the requirements of the Ames Management System APG 1280.1. The assessment focused on assessing the health of the AMS in a Division that has a core responsibility of providing resources planning, guidance, and execution support for the major programs and projects at Ames Research Center as well as for advising ARC senior management, program and project managers. Code CP is a new division that is comprised of fifteen (15) civil servants.

Assessment Dates:

An interview was conducted within the Ames Program Analysis and Business Integration Division (CP) on April 15, 2008. The Division did not have any supporting Branches.

Assessor(s):

Andy Hocker – Lead Assessor

Assessment Criteria:

APG 1280.1, Ames Management System (AMS)
APR 1220.1, Management Objectives & Accountability

APR 8700.2, Continuous Improvement

APR 8700.3, Internal Assessment

Personnel Interviewed:

Name	Function	Org.
Olga Stotzky	Division Chief, Program Analysis and Business Integration Division	CP

Findings:

Assessment findings are categorized as:

Recommendation - A finding that particularly effective practices have been implemented.

Recommendation - A finding hat improvement or further evaluation should be considered.

Nonconformity - A finding that practices or results do not satisfy specified requirements.

This assessment resulted in (0) findings and in (1) commendations.

Commendation(s)

APG 1280.1/ 5.7 & APG 8700.2: Clear communications from senior management to the staff defining the AMS, along with Agency goals, Center policies, and management objectives enable everyone in the organization to understand management's focus and adjust their efforts accordingly.

Objective Evidence #1: The center received new work as a measure of "Realized Opportunity Achievement" by the staff of CR.

Objective Evidence #2: The Branch, Division and Directorate offices strive for and receive top score ratings on almost all Customer Feedback Surveys. Exit surveys receive top score from members of the Ames community.

Recommendation(s)

Req. 1280.1: None

Req. 1280.1/5.8.1: Each organization defines and reports those metrics that it believes best assess the quality of its outputs and the effectiveness of its processes.

Nonconformity

The audit did not produce any Corrective Actions.

Assessment Summary

The Program Analysis and Business Integration Division (CP) is a new office of fifteen (15) civil servants that was created out of Code CR (Resources Management Division). As the name implies, the Division (CP) collects and analyzes budget and workforce information. This includes political and financial information for sound decision-making. Customer requirements are determined and documented based upon guidance from HQ and metrics from Budget. In addition, the Division anticipates requirements before they are outlined by the Agency in order to keep the Center in a position to respond quickly to budget actions. This is achieved by distilling budget and workforce information into manageable pieces for senior management. The information and direction that is provided by the Division is important towards early discovery of areas for improvement.

The Division's customers include NASA HQ Chief Financial Officer, Missions Directorates, Program Analysis and Evaluation, ARC Senior Management, program and project managers, and functional managers. Code CP will know that its metrics have been met if there are not any Funding withdrawals. The Code C Process is that the Program Manager communicates with the Project Manager. This translates into producing "deliverables" in a timely manner.

Code CP identifies necessary records through the Office of the Chief Financial Officer (OCFO). The OCFO provides direction for formulation and execution. However, Code CP has latitude to define what is relevant.

The Division, at the current time, has exceeded several of its "Current Year Metrics" with the possibility of achieving "Best-in-Class" status by the end of the reporting cycle. They include the following: Obligation Target 100% by Calendar Year End for (currently at 99%) and Cost Target 85 % by Calendar Year End for (currently at 90%).